

WHAT IS CLAIMED IS:

1. A remote maintenance apparatus used for  
maintenance of terminals connected to a network,  
5 comprising:  
    a first obtaining part which obtains  
configuration information of terminals sent from  
said terminals;  
    a storing part which stores said  
10 configuration information obtained by said first  
obtaining part while bringing said configuration  
information into correspondence with generation  
information;  
    a second obtaining part which obtains  
15 configuration information of a failed terminal which  
is associated with failure information which is sent  
from said failed terminal, or, which obtains  
configuration information of said failed terminal by  
identifying the newest configuration information of  
20 said failed terminal which is stored in said storing  
part; and  
    an extraction part which extracts  
difference information between configuration  
information obtained by said second obtaining part  
25 and configuration information stored in said storing  
part.
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2. A remote maintenance apparatus used for  
maintenance of terminals connected to a network,  
comprising:  
    an obtaining part which obtains  
35 configuration information of terminals sent from  
said terminals;  
    a storing part which stores the newest

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configuration information of each terminal obtained by said obtaining part;

- 5           a generation part which identifies terminals to which resources are distributed on the basis of said resources and configuration information stored in said storing part, and generates a list describing correspondence between said resources and said terminals to which said resources are distributed; and
- 10           a distribution part which distributes said resources described in said list to said terminals described in said list.

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3. The remote maintenance apparatus as claimed in claim 2, wherein said distribution part sends a part pertinent to a terminal in said list to
- 20   said terminal.

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4. The remote maintenance apparatus as claimed in claim 1, further comprising:
- an issuing part which issues, to a terminal, an instruction for said terminal to send configuration information when a configuration
- 30   information ID sent from said terminal is not the same as the newest configuration information ID which is stored in said storing part; and
- wherein said first obtaining part obtains configuration information sent in response to said
- 35   instruction.

5. The remote maintenance apparatus as claimed in claim 2, further comprising:

5 an issuing part which issues, to a terminal, an instruction for said terminal to send configuration information when a configuration information ID sent from said terminal is not the same as the newest configuration information ID  
10 which is stored in said storing part; and wherein said obtaining part obtains configuration information sent in response to said instruction.

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6. The remote maintenance apparatus as claimed in claim 1, further comprising:

20 a collection part which collects start date and time information, and, end date and time information of maintenance work performed in terminals; and

25 a generation part which generates evaluation information of maintenance work from said date and time information collected by said collection part.

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7. The remote maintenance apparatus as claimed in claim 2, further comprising:

35 a collection part which collects start date and time information, and, end date and time information of maintenance work performed in terminals; and

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a generation part which generates evaluation information of maintenance work from said date and time information collected by said collection part.

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8. A terminal which is connected to a remote maintenance apparatus via a network, comprising:
- an input part which inputs user information;
  - a collection part which collects apparatus information of said terminal and configuration information of said terminal when said input part inputs said user information; and
  - a send part which sends said apparatus information and said configuration information, and said user information to said remote maintenance apparatus while maintaining correspondences of said apparatus information, said configuration information and said user information.

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9. The terminal as claimed in claim 8, wherein said collection part collects changed configuration information when a configuration of said terminal is changed, and
- said send part sends said changed configuration information to said remote maintenance apparatus while bringing said configuration information into correspondence with said apparatus information.

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10. The terminal as claimed in claim 8,  
5 wherein said collection part collects configuration  
information when a configuration information ID  
stored in said terminal is not the same as a  
configuration information ID stored in said remote  
maintenance apparatus, and  
10 said send part sends said configuration  
information collected at this time to said remote  
maintenance apparatus while bringing said  
configuration information into correspondence with  
said apparatus information.

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11. A terminal which is connected to a  
20 remote maintenance apparatus via a network,  
comprising:  
an obtaining part which obtains resources  
distributed from said remote maintenance apparatus;  
a setting part which sets said resources  
25 in an application waiting state or in an immediate  
execution state;  
a control part which executes said  
resources when conditions for releasing said  
application waiting state is satisfied or when said  
30 resources are set in said immediate execution state.

35 12. The terminal as claimed in claim 11,  
further comprising:  
an obtaining part which obtains

information on said resources from said remote maintenance apparatus;

5 a judging part which judges whether resources in said application waiting state is unnecessary or not according to said information obtained by said obtaining part; and

10 a release part which releases said application waiting state of said resources when said judging part judges that said resources are unnecessary.

15 13. The terminal as claimed in claim 8, further comprising:

20 a detection part which detects start and end of maintenance work or detects start date and time information and end date and time information of maintenance work; and

a notification part which notifies said remote maintenance apparatus of information detected by said detection part.

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30 14. A computer readable medium storing program code for causing a computer to perform processes of a remote maintenance apparatus used for maintenance of terminals connected to a network, comprising:

35 a first obtaining program code means which obtains configuration information of terminals sent from said terminals;

a program code means which accesses a storing part which stores said configuration

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information obtained by said first obtaining program code means while bringing said configuration information into correspondence with generation information;

- 5           a second obtaining program code means which obtains configuration information of a failed terminal which is associated with failure information which is sent from said failed terminal, or, which obtains configuration information of said failed terminal by identifying the newest configuration information of said failed terminal which is stored in said storing part;
- 10           an extraction program code means which extracts difference information between
- 15           configuration information obtained by said second obtaining program code means and configuration information stored in said storing part.

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15. A computer readable medium storing program code for causing a computer to perform processes of a remote maintenance apparatus used for
- 25           maintenance of terminals connected to a network, comprising:

- an obtaining program code means which obtains configuration information of terminals sent from said terminals;
- 30           a program code means which accesses a storing part which stores the newest configuration information of each terminal obtained by said obtaining program code means;
- a generation program code means which
- 35           identifies terminals to which resources are distributed on the basis of said resources and configuration information stored in said storing

00013962-032201

part, and generates a list describing correspondence between said resources and said terminals to which said resources are distributed; and

- 5 a distribution program code means which distributes said resources described in said list to said terminals described in said list.

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16. A computer readable medium storing program code for causing a computer to perform processes of a terminal which is connected to a remote maintenance apparatus via a network,

- 15 comprising:

an input program code means which inputs user information;

- 20 a collection program code means which collects apparatus information of said terminal and configuration information of said terminal when said input program code means inputs said user information; and

- 25 a send program code means which sends said apparatus information and said configuration information, and said user information to said remote maintenance apparatus while maintaining correspondences of said apparatus information, said configuration information and said user information.

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- 35 17. A computer readable medium storing program code for causing a computer to perform processes of a terminal which is connected to a remote maintenance apparatus via a network, comprising:

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an obtaining program code means which obtains resources distributed from said remote maintenance apparatus;

5 a setting program code means which sets said resources in an application waiting state or in an immediate execution state;

10 a control program code means which executes said resources when conditions for releasing said application waiting state is satisfied or when said resources are set in said immediate execution state.

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